



CIVIL SERVICE COMMISSION APPEAL PROCESS And Proposed CE&EC Process Improvements

KEY QUESTIONS

- How does Civil Service Appeal process currently operate?
- How long does it take?
- Will the CE&EC Recommendations make a difference?

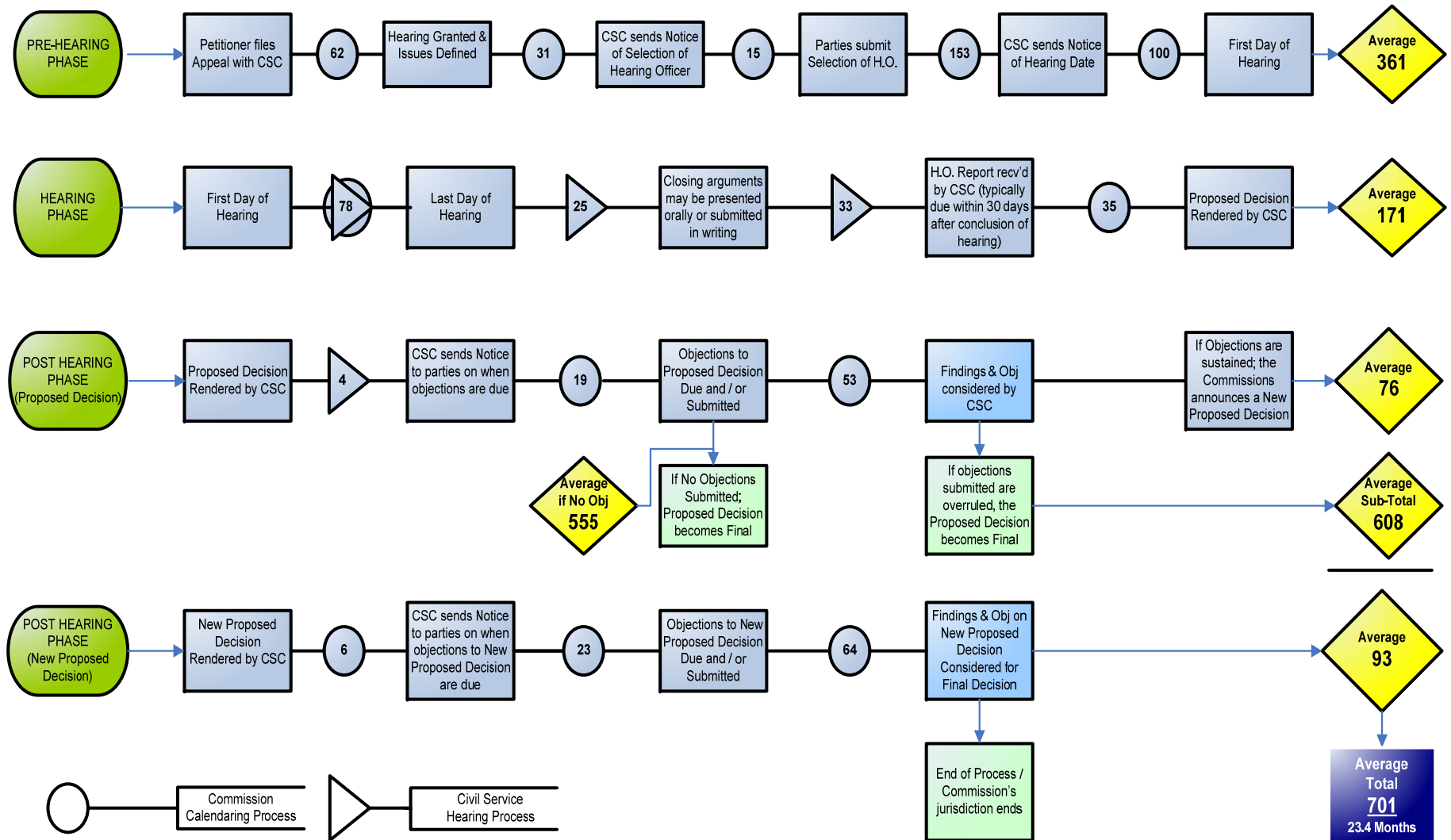
Flowchart Represents Major Steps in the Hearing Process:

- I. Pre-Hearing Phase
- II. Hearing Phase
- III. Post-Hearing Phase
- IV. NEW PROPOSED DECISION Post-Hearing Phase

Asked DHR Advocacy to take 10 Random actual discharge cases resolved in 2009-10 and count calendar days from appeal to final decision.



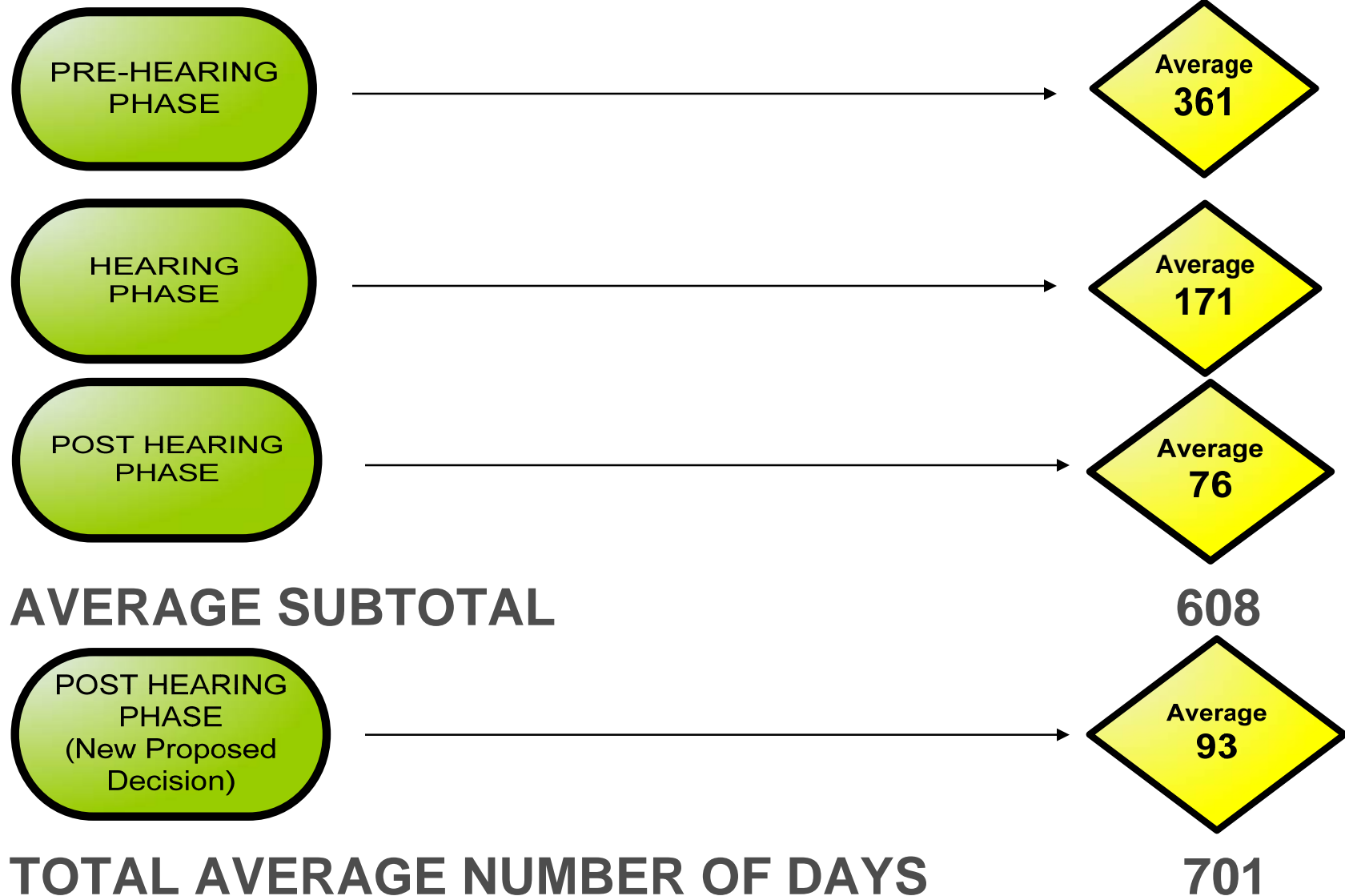
CIVIL SERVICE COMMISSION APPEAL PROCESS





CIVIL SERVICE COMMISSION APPEAL PROCESS

AVERAGE NUMBER OF DAYS FOR DISCHARGE CASES CLOSED IN 2009 & 2010
(n = 10)





CIVIL SERVICE COMMISSION APPEAL PROCESS
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(n = 10)

AREAS OF DELAY

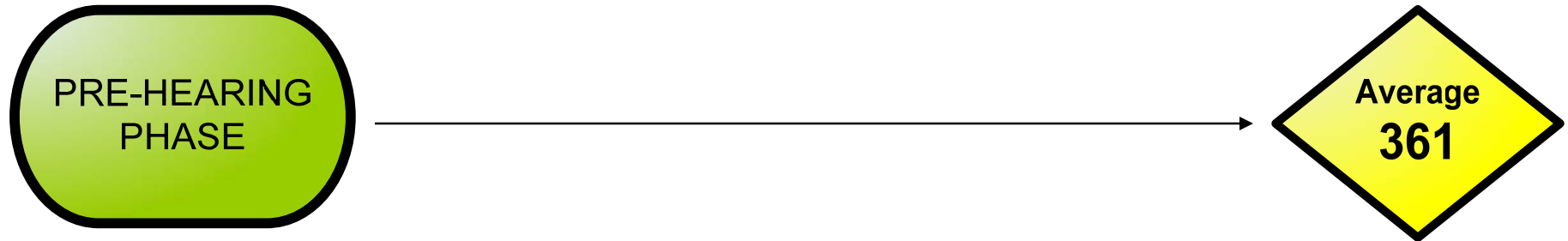
- **PRE-HEARING – Getting on Agenda, Selecting a Hearing Officer, Getting Hearing Scheduled, Starting Hearing (361 Average Days)**
- **HEARING – Continuances once hearing starts, Delays in Hearing Officer reports (171 Average Days)**
- **POST HEARING – Commission agenda delays (76 Average Days)**
- **NEW PROPOSED DECISION –Submission of additional objections (93 Average Days)**

Total: 701 Days (23.4 months)



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(*n* = 10)

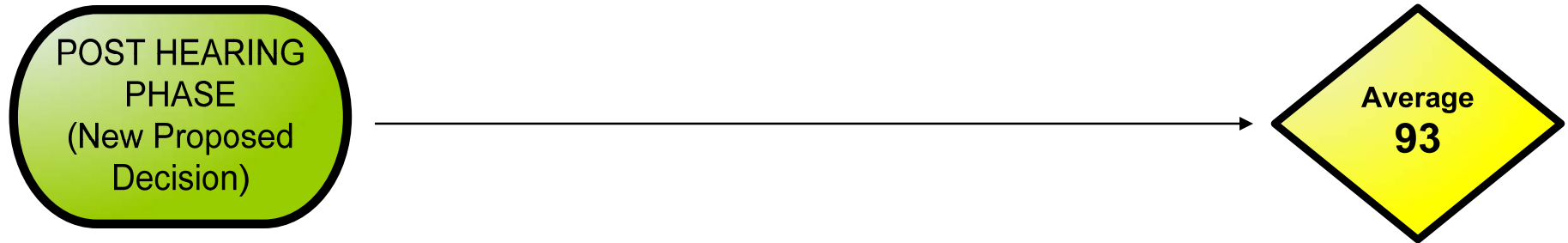


Petitioner Files Appeal to Granting a Hearing	62 Days
Hearing Granted to Notice of Hearing Officer Selection List	31 Days
Selection of Hearing Officer Returned to CSC	15 Days
Notice of Hearing Officer Selection and Hearing Date	153 Days
First Day of Hearing	100 Days



CIVIL SERVICE COMMISSION APPEAL PROCESS

AVERAGE NUMBER OF DAYS FOR DISCHARGE CASES CLOSED IN 2009 & 2010
(n = 10)



CSC Notifies Parties of New Proposed Decision **6 Days**

Notice of Date Objections Due on New Proposed Decision **23 Days**

CSC Schedules and Considers Objections to New Proposed Decision **64 Days**

Final Decision-----701 Days (23.4 months)



CIVIL SERVICE COMMISSION ADMINISTRATIVE HEARING AND PROPOSED PROCESS IMPROVEMENTS

***AVERAGE NUMBER OF DAYS FOR DISCHARGE CASES CLOSED IN 2009 & 2010
(n = 10)***

CE&EC PROPOSED PROCESS IMPROVEMENTS

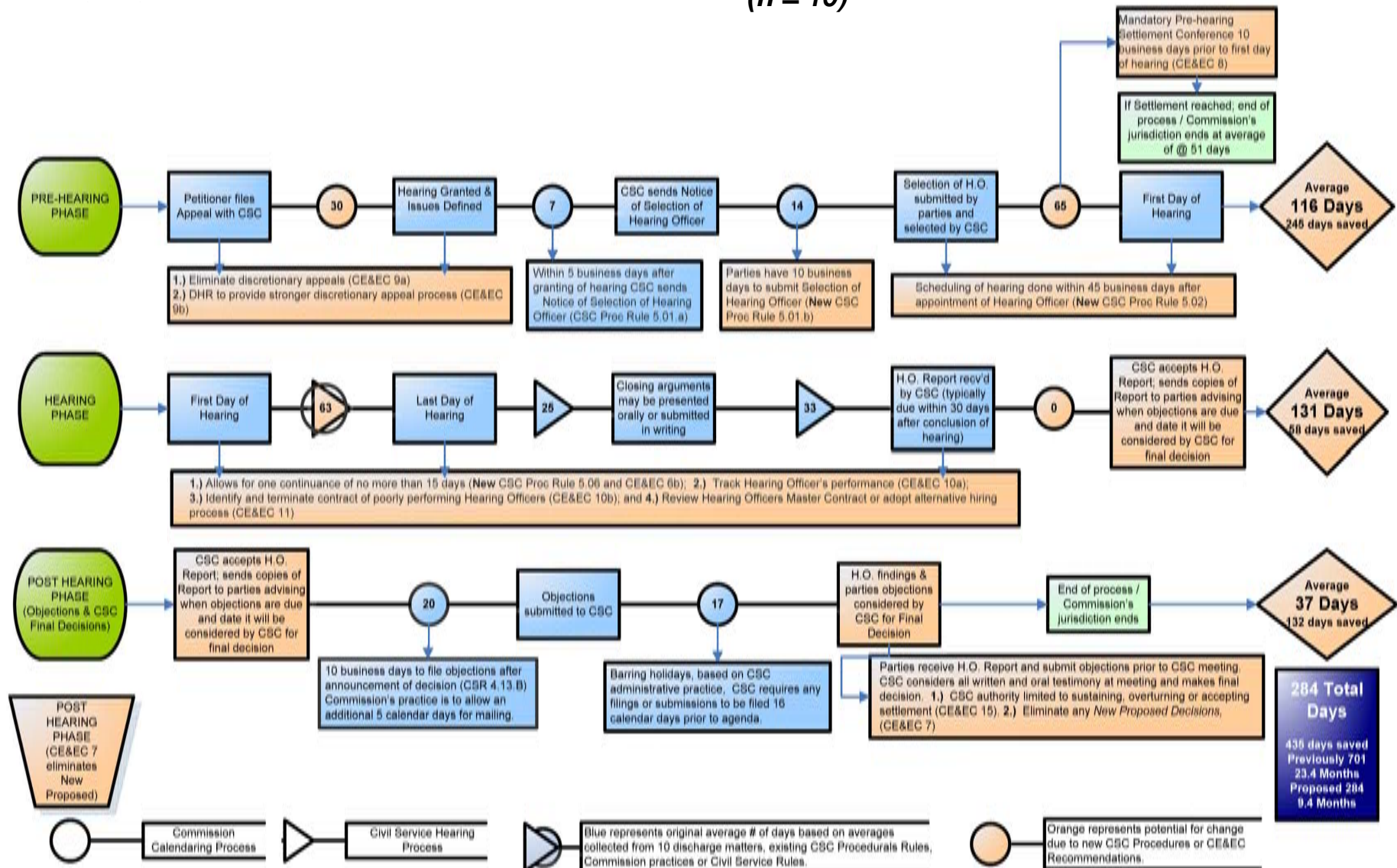
- **Eliminating Discretionary appeals – DHR to develop a process for all non-discrimination discretionary appeals.**
- **CSC to schedule hearing within 45 business days of appointment of Hearing Officer (New CSC Proc Rule)**
- **CSC to limit continuance only upon showing of good cause (New CSC Proc Rule)**
- **CSC & Executive Office to Track Hearing Officer Performance**
- **Eliminating New Proposed Decisions-CSC to consider the Hearing Officer's Report and objections filed by the parties and render a Final Decision upon first consideration.**



CIVIL SERVICE COMMISSION ADMINISTRATIVE HEARING AND PROPOSED PROCESS IMPROVEMENTS

AVERAGE NUMBER OF DAYS FOR DISCHARGE CASES CLOSED IN 2009 & 2010

(n = 10)

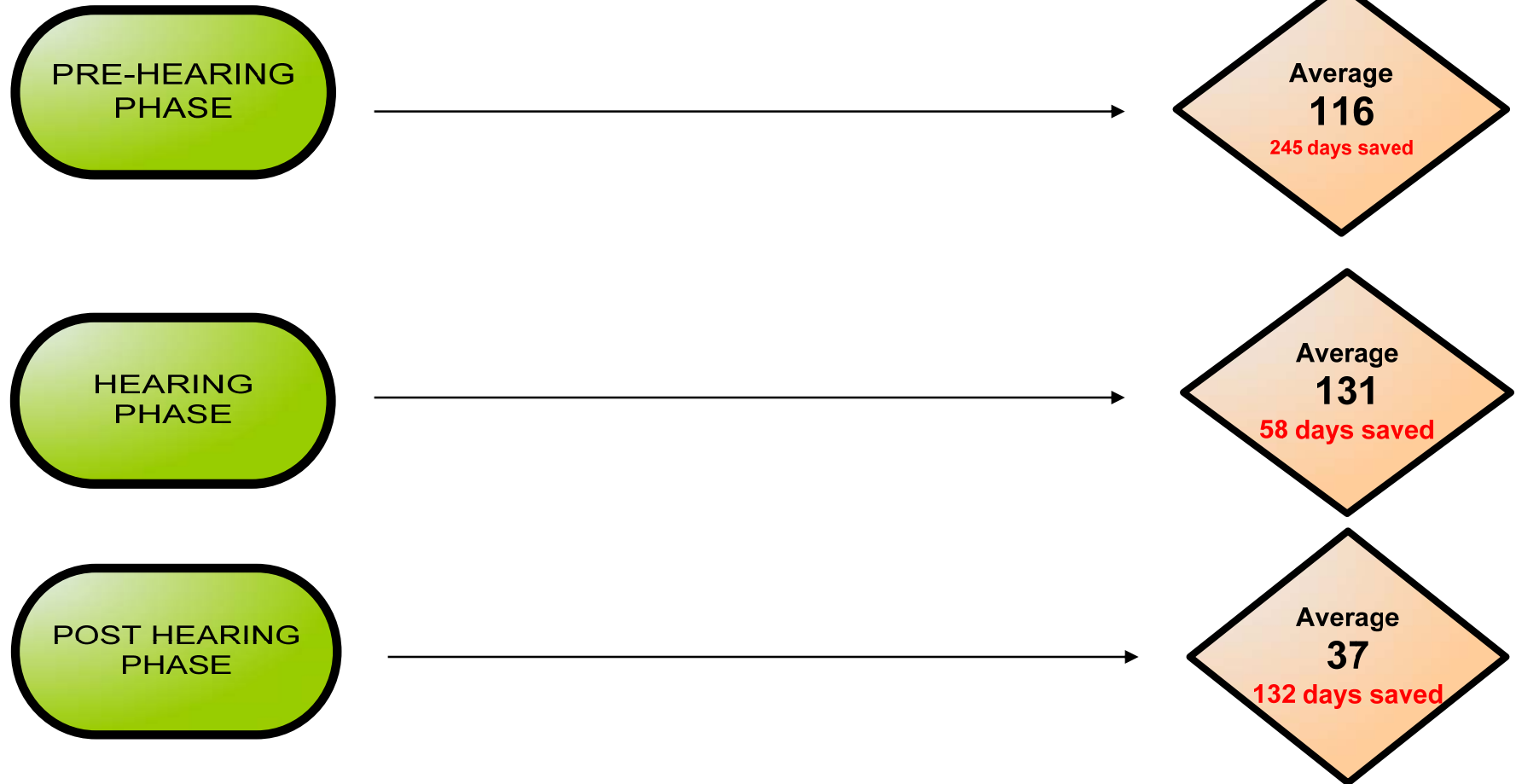




CIVIL SERVICE COMMISSION ADMINISTRATIVE HEARING AND PROPOSED PROCESS IMPROVEMENTS

AVERAGE NUMBER OF DAYS FOR DISCHARGE CASES CLOSED IN 2009 & 2010

(n = 10)



TOTAL AVERAGE NUMBER OF DAYS

284

(435 Days Saved)



***CITY OF LOS ANGELES
BOARD OF CIVIL SERVICE COMMISSIONERS
ADMINISTRATIVE HEARING PROCESS***

KEY ELEMENTS OF CITY'S APPEAL PROCESS

- Does not consider Discretionary Appeals
- Does not allow New Proposed Decisions
- Commission can not modify decisions
- Hearing Examiners are “As-Needed” employees



CITY OF LOS ANGELES BOARD OF CIVIL SERVICE COMMISSION ADMINISTRATIVE HEARING PROCESS

